

FIG. 1

*Techniques for Analyzing the Performance of Websites*

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

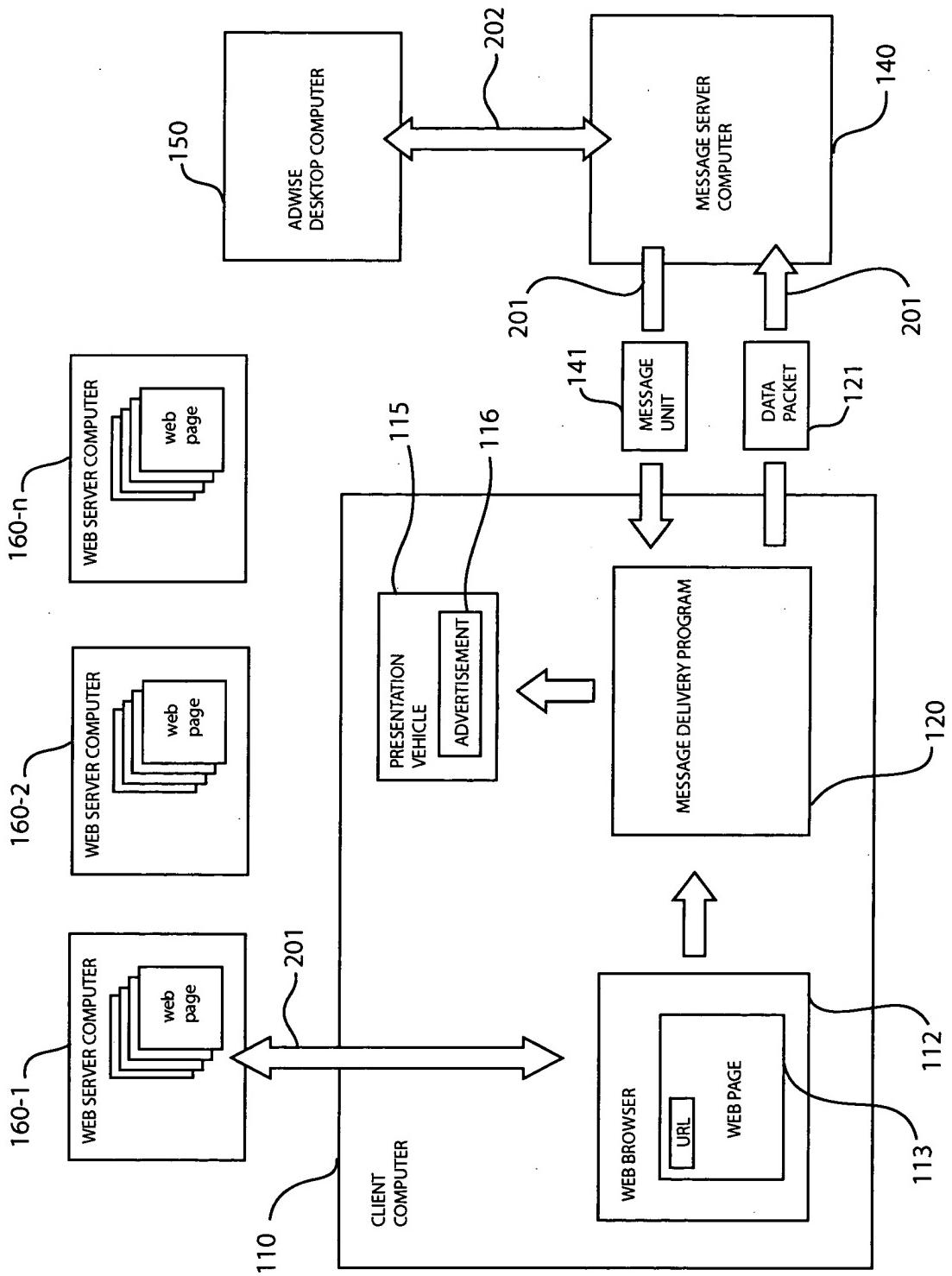


FIG. 2

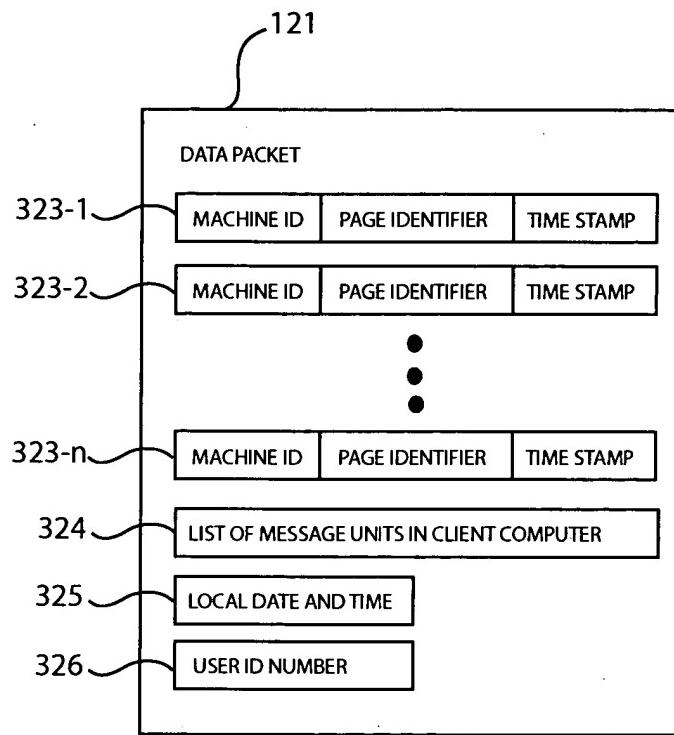


FIG. 3

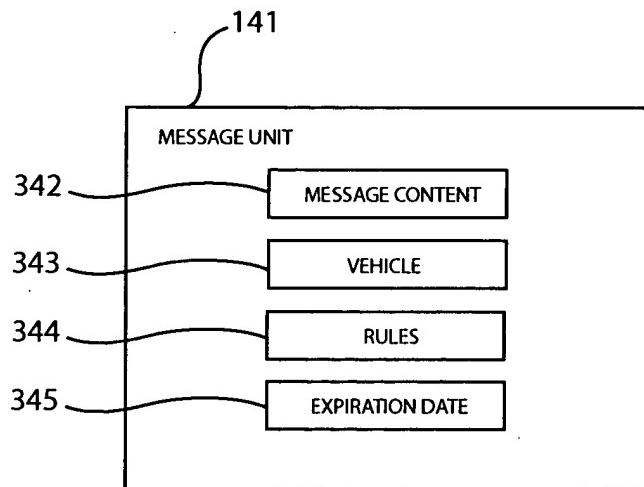
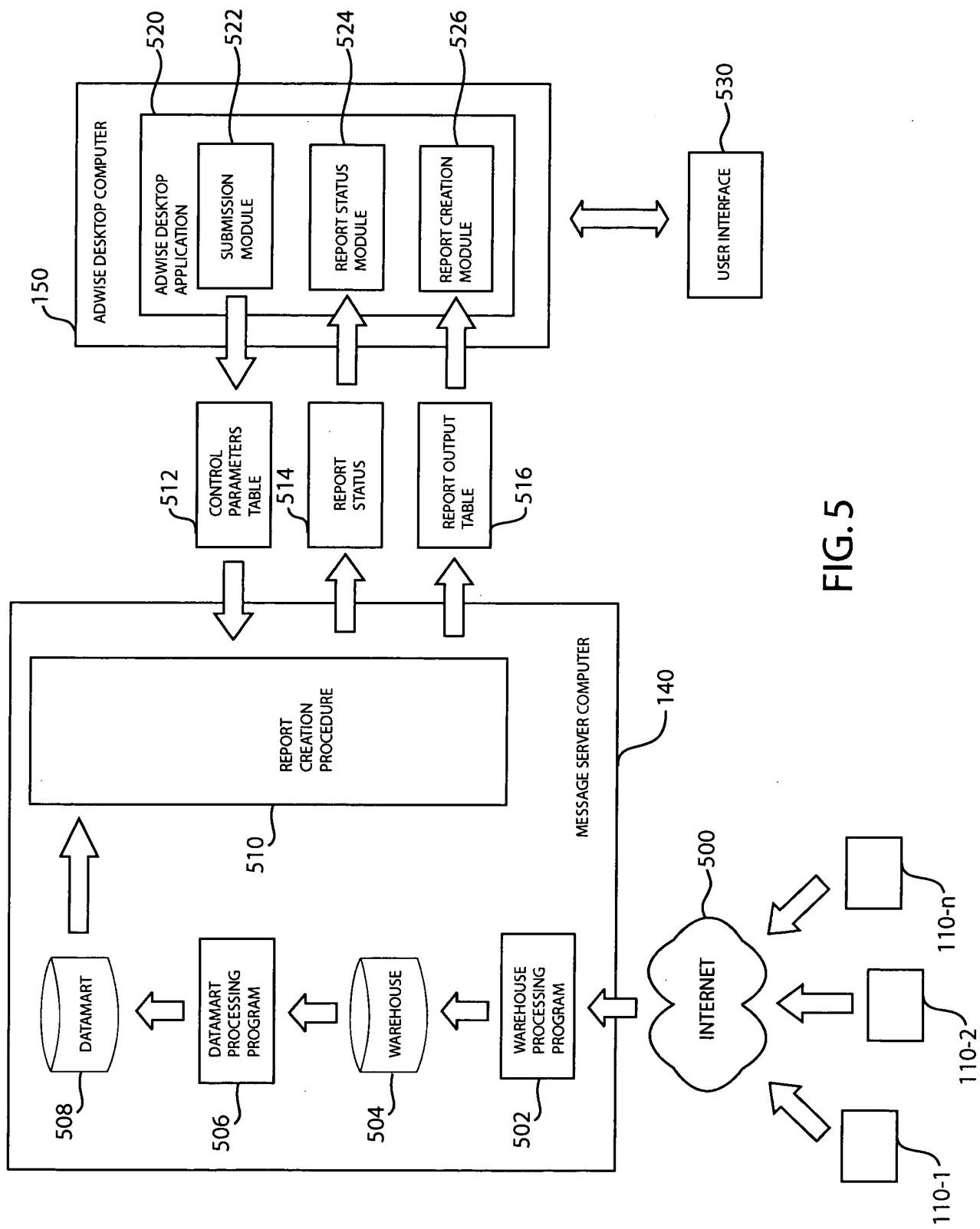


FIG. 4

*Techniques for Analyzing the Performance of Websites*

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900



*Techniques for Analyzing the Performance of Websites*  
 Inventor(s): Dominic Bennett, et al.  
 Atty Docket No. 10005.001900

Kepler [Form1]

File Admin View Window Help

**S&P** **Flash** **PK** **Num** **Quotations**

Insight Report Submitter | Insight Report Viewer

Month: June 2003 | Show Category | Chosen Category: All Categories -> All Domains

Categories/Segments:

- All Categories
- All Domains
- EtatTotal
- Finance/Insurance/Investment
- Personnel/Ads\_and\_Astrology
- Search
- Travel

URL/Domain Selector

| Domain                                      | URL                                         | Ales |
|---------------------------------------------|---------------------------------------------|------|
| <input checked="" type="checkbox"/> gdc.org | <a href="http://gdc.org">http://gdc.org</a> | gc   |

Domains

Sorted by: Alphabet

G

- gdc.com [Alt:51 US:916 Int:50 Int:656]
- gdc.org [Alt:22 US:10 Int:423 Int:22 Int:387]
- gchen.com [Alt:281 US:185 Int:108]
- ghm.com [Alt:557 US:566 Int:31]
- gplay.ru [Alt:7 US:383 Int:1,678 Int:7,705]
- gstatik.com [Alt:4 US:542 Int:1,784 Int:2,758]
- gvisions.net [Alt:1 US:1,939 Int:1,493 Int:346]
- g105.com [Alt:1,875 US:1,651 Int:224]
- g2ml.com [Alt:877 US:618 Int:259]
- g35drive.com [Alt:1,201 US:1,071 Int:1,30]
- gabc.com [Alt:5 US:798 Int:107]
- gdc.org [Alt:4,526 US:1,784 Int:30,023]
- gdv.com [Alt:11,842 US:11,232 Int:6,101]
- gdcuk.co.uk [Alt:2,205 US:784 Int:1,421]
- gpa.com [Alt:1,319 US:1,223 Int:95]
- gr/welcomingcommittee.com [Alt:1,658 US:913 Int:785]
- gap.gov [Alt:9 US:90 Int:8,857 Int:333]
- gap.k12.pa.us [Alt:5,378 US:3,520 Int:1,656]
- gar.net [Alt:1,528 US:1,231 Int:237]
- gaselectors.com [Alt:44 US:44 Int:0]
- gab.com [Alt:262 US:1,02 Int:80]
- gabbi.org [Alt:50 US:18 Int:2]
- gabell.com [Alt:81 US:71 Int:98]
- gabrielmahn.com [Alt:52 US:38 Int:1,4]
- gabriels.net [Alt:7 US:3 Int:7,438 Int:525]
- gabro.com [Alt:35,305 US:13,927 Int:21,456]
- gabrobras.com [Alt:1,66 US:119 Int:47]
- gac.com [Alt:1,662 US:1,588 Int:76]
- gad.edu [Alt:2,672 US:1,932 Int:680]
- gad.de [Alt:20,151 US:101 Int:20,050]
- gadpo.com [Alt:31 US:102 Int:208]

Report Parameters

Report Name:

Month:

Number of Visits:

Selected Groups:  gc

Domain Search

Search Domains: ebay

| DOMAIN                                    | URL                                                             |
|-------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> ebay.com         | <a href="http://ebay.com">http://ebay.com</a>                   |
| <input type="checkbox"/> ebayapek.ebay... | <a href="http://ebayapek.ebay.net">http://ebayapek.ebay.net</a> |
| <input type="checkbox"/> ebay.be          | <a href="http://ebay.be">http://ebay.be</a>                     |
| <input type="checkbox"/> ebay.ca          | <a href="http://ebay.ca">http://ebay.ca</a>                     |
| <input type="checkbox"/> ebay.co.uk       | <a href="http://ebay.co.uk">http://ebay.co.uk</a>               |
| <input type="checkbox"/> ebay.com         | <a href="http://ebay.com">http://ebay.com</a>                   |
| <input type="checkbox"/> ebay.com         | <a href="http://ebay.com">http://ebay.com</a>                   |
| <input type="checkbox"/> ebay.com         | <a href="http://ebay.com">http://ebay.com</a>                   |

Database Server: Kepler 8/7/2003 10:36 AM

File Edit Insert View Window Help

Start

Reminder for Pantheon... Microsoft Office... Reminder for Pantheon... Microsoft Office...

10:26 AM

FIG. 6

# Techniques for Analyzing the Performance of Websites

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

Submitted By: mail-westover

Submitted After: 7/24/2003

Status: [ALL]  Refresh

| ID  | REPORTNAME       | STATUS   | SUBMITTER     | SUBMIT_DATE      | NUMMESSAGES | DATA FROM | DATA TO           | GENERATION... | PROCESS ST... |
|-----|------------------|----------|---------------|------------------|-------------|-----------|-------------------|---------------|---------------|
| 176 | mail-testmail    | Compiled | Mail Westover | 6/5/2003 7:11... | 5           | 6/30/2003 | 6/30/2003 10:0... |               | 2             |
| 175 | Kiss Usable Play | Compiled | Mail Westover | 6/5/2003 7:06... | 5           | 6/1/2003  | 6/5/2003 0:53...  |               | 2             |
| 174 | Kiss Usable Lure | Compiled | Mail Westover | 6/5/2003 6:47... | 5           | 6/5/2003  | 6/5/2003 7:59...  |               | 2             |
| 167 | Mails_Lure_1e... | Compiled | Mail Westover | 6/4/2003 12:5... | 5           | 6/1/2003  | 6/20/2003 2:03... |               | 2             |
| 165 | mail-testmail    | Compiled | Mail Westover | 3:47:2003 1:1... | 5           | 6/1/2003  | 6/20/2003 3:42... |               | 2             |
| 162 | mail-testmail    | Compiled | Mail Westover | 8/4/2003 8:11... | 5           | 6/1/2003  | 6/30/2003 3:42... |               | 2             |
| 155 | Hotel Excuse     | Compiled | Mail Westover | 7/31/2003 21:... | 5           | 5/1/2003  | 6/31/2003 7:31... |               | 2             |
| 154 | Radi Shack V...  | Compiled | Mail Westover | 7/30/2003 5:0... | 5           | 5/1/2003  | 5/31/2003 5:4...  |               | 2             |
| 150 | Radi Shack V...  | Compiled | Mail Westover | 7/30/2003 5:3... | 5           | 5/1/2003  | 5/31/2003 5:1...  |               | 2             |
| 149 | Travelocity      | Compiled | Mail Westover | 7/30/2003 5:3... | 5           | 5/1/2003  | 5/31/2003 4:0...  |               | 2             |
| 148 | Continental      | Compiled | Mail Westover | 7/30/2003 5:3... | 5           | 5/1/2003  | 5/31/2003 4:0...  |               | 2             |
| 147 | Wendyham         | Compiled | Mail Westover | 7/30/2003 5:3... | 5           | 5/1/2003  | 5/31/2003 4:5...  |               | 2             |
| 146 | Radi Shack       | Compiled | Mail Westover | 7/30/2003 5:4... | 5           | 5/1/2003  | 5/31/2003 7:46... |               | 2             |
| 145 | Conair Sta...    | Compiled | Mail Westover | 7/30/2003 5:4... | 5           | 5/1/2003  | 5/31/2003 7:46... |               | 2             |
| 144 | Nameon Marca...  | Compiled | Mail Westover | 7/30/2003 5:4... | 5           | 5/1/2003  | 5/31/2003 7:46... |               | 2             |
| 143 | Naomi Marca...   | Compiled | Mail Westover | 7/30/2003 5:4... | 5           | 5/1/2003  | 5/31/2003 7:46... |               | 2             |

Report Name: mail-testmail

Date from: 06/2003

Date to: 06/2003

Number of visits: 5

URL Set: Orbitz\_Hotels\_CT\_PL\_TravelVelocity

URL ref 1: Orbitz\_Domain: orbitz.com  
Category: All Categories  
Sub-Category1: Travel  
Sub-Category2: Airlines\_and\_TicketsResellers  
URL: <http://www.orbitz.com/AppViewWhatSearch?cache=1050705002794&requestid=278>

Geographic Selection: US Only

Domain: orbitz.com  
Category: All Categories  
Sub-Category1: Travel  
Sub-Category2: Airlines\_and\_TicketsResellers  
URL: <http://www.orbitz.com/AppViewWhatSearch?cache=1050705002794&requestid=278>

Geographic Selection: US Only

Domain: orbitz.com  
Category: All Categories  
Sub-Category1: Travel  
Sub-Category2: Airlines\_and\_TicketsResellers  
URL: <http://www.orbitz.com/AppViewWhatSearch?cache=1050705002794&requestid=278>

Create Report

Status

Start

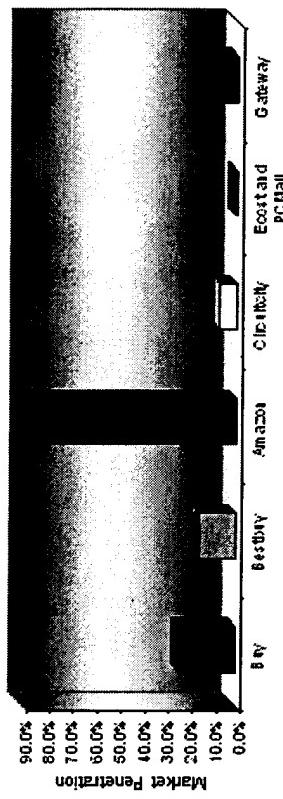
Submitted On: 8/7/2003

Atty Docket Server: Kepler

FIG. 7

**User penetration within chosen URL sets**

| URL Set          | Unique Users | Market Penetration |
|------------------|--------------|--------------------|
| Buy              | 903,178      | 23.5%              |
| Bestbuy          | 577,347      | 15.0%              |
| Amazon           | 3,312,682    | 86.3%              |
| CircuitCity      | 282,277      | 8.8%               |
| Ecostand PC Mall | 26,913       | 0.7%               |
| Gateway          | 193,285      | 5.0%               |
| Total            | 3,638,979    | 100.0%             |



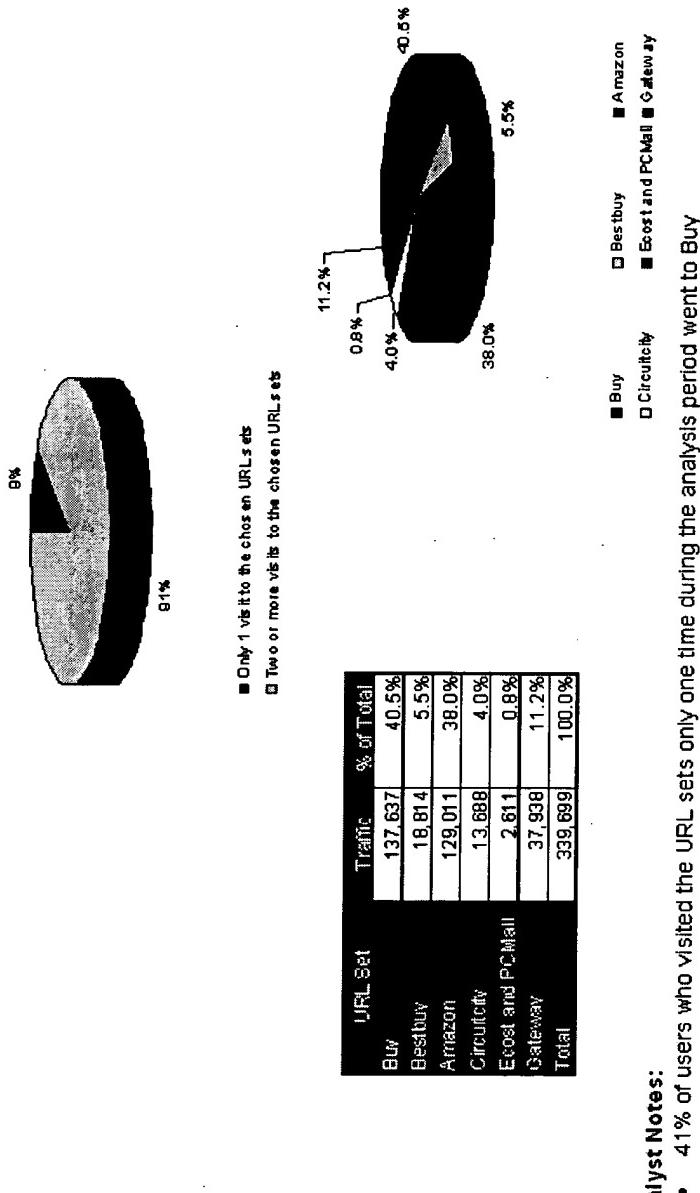
**Analyst Notes:**

- Of the users who went to the chosen URL sets, 24% went to Buy
- User penetration will not sum to 100% as the buckets made up by the URL sets are not mutually exclusive

**FIG. 8**

**Traffic for users who visit the chosen URL sets only once during the analysis period**

Single vs. multiple time visitors to chosen URL sets



**FIG. 9**

*Techniques for Analyzing the Performance of Websites*

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

Cross traffic for users who visit the chosen URL sets 2 or more times during the analysis period

|                  | Buy     | Bestbuy | Amazon    | Circuitcity | Ecost and PCMall | Gateway |
|------------------|---------|---------|-----------|-------------|------------------|---------|
| Buy              | 765,539 | 203,729 | 611,921   | 125,565     |                  | 13,405  |
| Bestbuy          | 203,729 | 558,533 | 381,317   | 146,788     |                  | 9,975   |
| Amazon           | 611,921 | 381,317 | 3,183,671 | 176,594     |                  | 19,166  |
| Circuitcity      | 125,565 | 146,788 | 176,594   | 248,589     |                  | 115,058 |
| Ecost and PCMall | 13,405  | 9,975   | 19,166    | 6,511       |                  | 25,935  |
| Gateway          | 53,159  | 45,374  | 115,058   | 25,935      |                  | 5,247   |
| Avg. adjs        |         |         |           |             |                  | 155,347 |

|                  | Buy    | Bestbuy | Amazon | Circuitcity | Ecost and PCMall | Gateway | Average |
|------------------|--------|---------|--------|-------------|------------------|---------|---------|
| Buy              | 100.0% | 26.6%   | 79.9%  | 16.4%       |                  | 1.8%    | 6.9%    |
| Bestbuy          | 36.5%  | 100.0%  | 68.3%  | 26.3%       |                  | 1.8%    | 8.1%    |
| Amazon           | 19.2%  | 12.0%   | 100.0% | 5.5%        |                  | 0.6%    | 3.6%    |
| Circuitcity      | 50.5%  | 59.0%   | 71.0%  | 100.0%      |                  | 2.6%    | 10.4%   |
| Ecost and PCMall | 55.2%  | 41.0%   | 78.9%  | 26.8%       |                  | 100.0%  | 21.6%   |
| Gateway          | 34.2%  | 29.2%   | 74.1%  | 16.7%       |                  | 3.4%    | 100.0%  |
| Avg. adjs        | 39.1%  | 33.6%   | 74.4%  | 18.3%       |                  | 2.0%    | 10.1%   |
|                  |        |         |        |             |                  |         | 29.6%   |

**Analyst Notes:**

- 26.6% users who went to Buy also went to Bestbuy
- Buy has a 36.5% penetration into Bestbuy
- the average penetration into Buy is 26.3%
- Bestbuy has an average penetration of 33.6% into its competitors

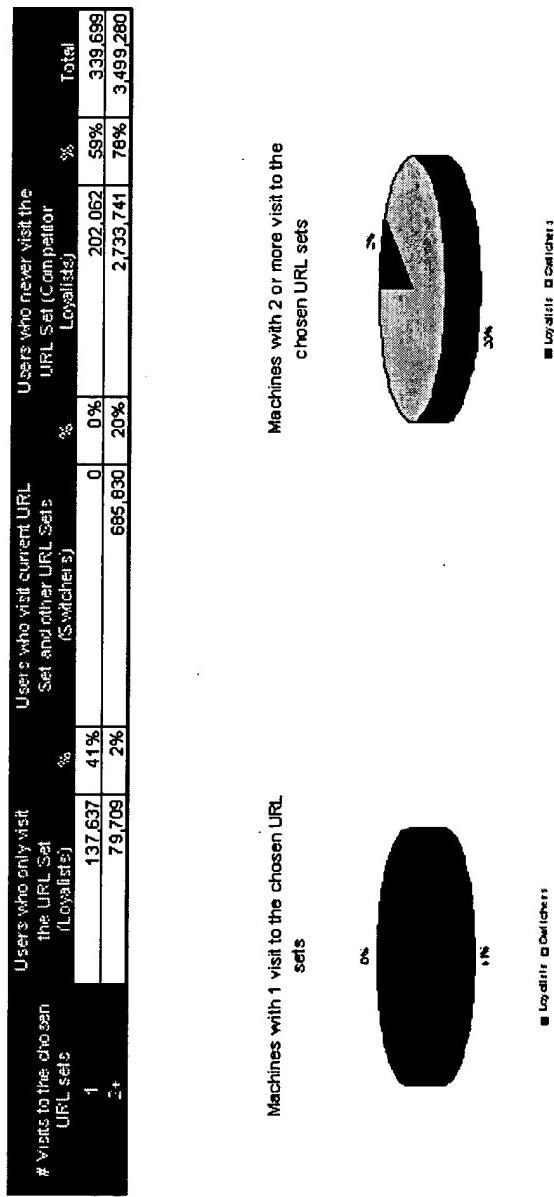
FIG. 10

*Techniques for Analyzing the Performance of Websites*

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

**Individual URL set report for Buy.com**



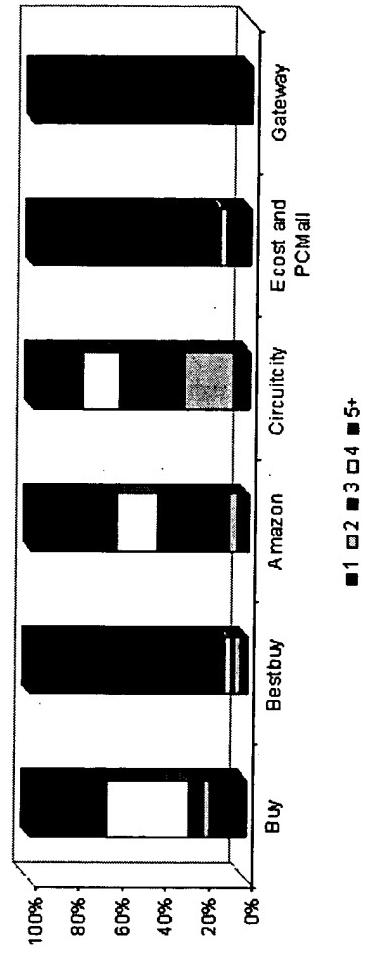
**Analyst Notes:**

- Of the users with only 1 visit to the chosen URL sets, 59% of them never visited Buy.com
- Of the users with 2 or more visits to the chosen URL sets, 78% of them never visited Buy.com

**FIG. 11**

**Frequency of visits to individual URL sets**

| Frequency of Visits | Buy  | Bestbuy | Amazon | CircuitCity | Ecost and PCMail | Gateway |
|---------------------|------|---------|--------|-------------|------------------|---------|
| 1                   | 15%  | 3%      | 4%     | 5%          | 10%              | 20%     |
| 2                   | 3%   | 3%      | 3%     | 15%         | 1%               | 1%      |
| 3                   | 7%   | 1%      | 25%    | 21%         | 1%               | 1%      |
| 4                   | 36%  | 4%      | 14%    | 12%         | 2%               | 1%      |
| 5+                  | 33%  | 29%     | 16%    | 85%         | 77%              |         |
| Average             | 3.75 | 5.91    | 2.89   | 2.23        | 4.59             | 5.25    |



**Analyst Notes:**

- 15% of the users who went to Buy exactly one time during the analysis period.
- 33% of the users who went to Buy went 5 or more times during the analysis period.

**FIG. 12**

# *Techniques for Analyzing the Performance of Websites*

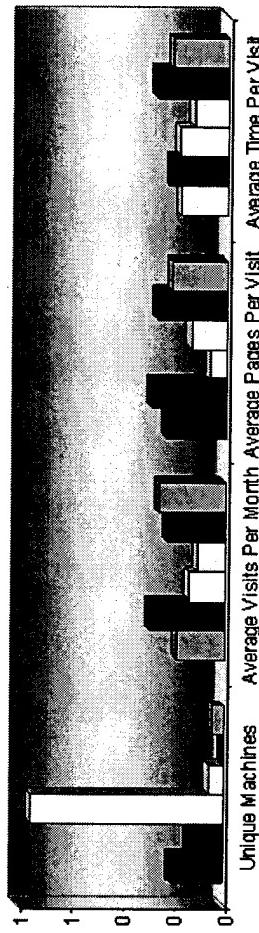
Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

## Involvement metrics

| URL Set          | Unique Machines | Average Visits Per Month | Average Pages Per Visit | Average Time Per Visit |
|------------------|-----------------|--------------------------|-------------------------|------------------------|
| Buy.com          | 903,176         | 3.75                     | 3.71                    | 0:16:05                |
| Bestbuy          | 577,347         | 5.91                     | 4.60                    | 0:19:28                |
| Amazon           | 3,312,662       | 2.83                     | 1.05                    | 0:16:32                |
| CircuitCity      | 262,277         | 2.23                     | 2.17                    | 0:11:38                |
| Ecost and PCMail | 26,913          | 4.58                     | 4.32                    | 0:24:22                |
| Gateway          | 193,295         | 5.25                     | 3.45                    | 0:19:03                |
| Average          | 878,280         | 4.09                     | 3.22                    | 0:17:51                |

Involvement Metrics For Chosen URL Sets



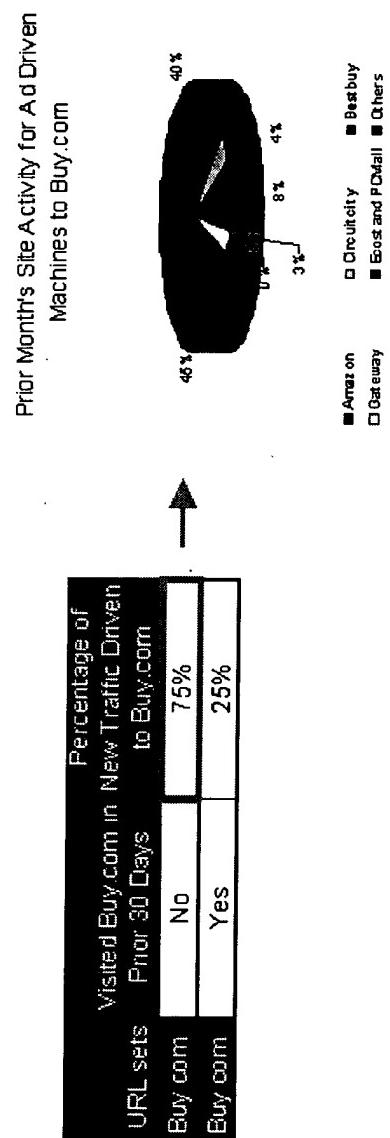
■ Buy.com ■ Bestbuy □ Amazon □ CircuitCity ■ Ecost and PCMail □ Gateway

## Analyst Notes:

- Visitors to Buy.com visit an average of 3.75 times per month.
- Visitors to Buy.com view an average of 3.71 pages per visit.
- Visitors to Buy.com spend an average of 0:16:05 per visit.

**FIG. 13**

**Advertising summary for Buy.com:  
Gator advertisement impression recipients**



**Analyst Notes:**

- 75% of Gator ad driven users to Buy.com has not been to Buy.com in the prior month.
- Of the Gator ad driven users to Buy.com that has not been to Buy.com in the prior month, 40% has been to Amazon

**FIG. 14**

*Techniques for Analyzing the Performance of Websites*

Inventor(s): Dominic Bennett, et al.

Atty Docket No. 10005.001900

**Top domains visited by click driven users to Buy.com  
ranked against the Gator base**

| Domain             | Percent of impression driven visitors to Buy.com | Percent of Gator Base | Index   |
|--------------------|--------------------------------------------------|-----------------------|---------|
| matchmaker.com     | 2.69%                                            | 0.82%                 | 326.21% |
| astrology.com      | 3.78%                                            | 1.96%                 | 192.59% |
| digitalcity.com    | 4.79%                                            | 2.60%                 | 184.62% |
| travelzoo.com      | 21.87%                                           | 11.92%                | 183.52% |
| travelvelocity.com | 7.64%                                            | 4.29%                 | 178.00% |
| lycos.com          | 32.05%                                           | 18.53%                | 177.82% |
| travelnow.com      | 2.31%                                            | 1.42%                 | 161.98% |
| americaningles.com | 11.30%                                           | 7.50%                 | 150.66% |
| piceline.com       | 3.59%                                            | 2.56%                 | 140.21% |
| match.com          | 6.24%                                            | 4.46%                 | 139.95% |
| askmen.com         | 2.04%                                            | 1.47%                 | 138.84% |
| earthlink.net      | 5.53%                                            | 4.00%                 | 138.46% |
| discovery.com      | 3.93%                                            | 2.94%                 | 133.50% |
| webpower.com       | 3.51%                                            | 2.64%                 | 132.93% |
| prodigy.net        | 2.88%                                            | 2.23%                 | 129.27% |
| infospace.com      | 9.34%                                            | 7.25%                 | 128.35% |
| date.com           | 2.37%                                            | 2.21%                 | 104.62% |
| amazon.com         | 25.46%                                           | 25.00%                | 101.83% |
| bestbuy.com        | 2.68%                                            | 2.94%                 | 91.27%  |
| geocities.com      | 28.86%                                           | 38.00%                | 75.95%  |

**Analyst Notes:**

- 2.69% of click driven visitors to Buy.com also visit matchmaker.com compared to only 0.82% if the Gator base
- Gator click driven visitors to Buy.com are 3 times more likely to visit matchmaker.com than the Gator base

**FIG. 15**